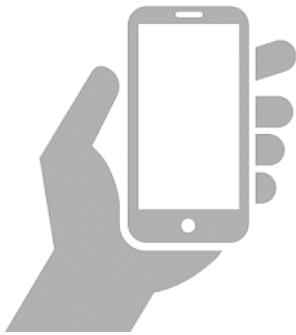


BCCS CLIENT UPDATE

Medication Callbacks



If you receive 6 or more take-home bottles you're required to have a medication callback at least once a year, but you could receive more frequent medication callbacks, especially if there is concern about the proper management and use of your take-home bottles. This is required to ensure medication safety and appropriate usage.

Once you receive a medication callback you need to return to your BCCS Treatment Center within 24 hours and bring all your used and unused take-home bottles for inspection.

If you think you have a legitimate reason why you can't return within 24 hours for the medication callback it's your responsibility to contact the nursing staff and discuss the situation. You may be given an extra 24 hours. If you don't communicate with the nursing staff during the original 24 hours, it's considered a missed medication callback.

If you don't respond to a medication callback within 24 hours, if you don't have the correct number of used and unused take-home bottles, if there are signs of tampering with your take-home bottles, or if your pill or diskette count isn't correct, your Take-Home Bottle Stability Level will be modified to THB Stability Level 1 (Sunday take-home bottle + holiday bottles).

It's your responsibility to keep your contact information up to date, including your phone number. Medication callbacks are done using the information in your BCCS record.

If you miss a medication callback because BCCS has an incorrect or outdated phone number, you don't answer your phone, you don't check your voicemail, or your voicemail isn't set-up or is full, it's considered a missed medication callback.

It's also your responsibility to tell BCCS if you're going on vacation or if there's any other reason you won't be available for a medication callback. If you don't tell BCCS about a vacation or other situation and you don't respond to a medication callback, it's considered a missed medication callback.

During the medication callback you'll also be asked to provide a drug screen. Please be prepared.